

The following response can be attributed to an NDIA spokesperson.

Participants are at the centre of the National Disability Insurance Scheme (NDIS). The foremost priority of the National Disability Insurance Agency (NDIA) is to deliver the financial support eligible Australians with disability need to achieve their goals and increase their participation in the community.

To date \$22.6 billion has been committed in NDIS participant plans with around 280,000 participants now benefitting from the NDIS, including around 85,000 participants receiving support for the very first time (as of the end of March 2019).

The NDIS is evolving and continues to focus on enhancing the participant experience across all domains – the service delivery process of access and planning, plan implementation and the growth of a robust provider market.

The use of technology to support people with disability to help navigate the NDIS is important and the Agency continues development of a range of digital innovations. It is important to get the technology right – to ensure it meets the needs of people with disability and keeps up with the fast pace of technological innovation.

A range of ICT enhancements have already been implemented. These improvements include making it easier for participants to find providers, functionality for small plan changes, a simpler plan view, and a new, user accessible NDIS website. The NDIA is continually looking at ways it can improve the ICT system to make it easier for participants and providers to use. In making these improvements, the NDIA will continue to engage with participants and providers to help design and shape additional improvements to the ICT system.

Across the NDIS network, including partners in the community providing local area coordination and early childhood early intervention services directly to participants, there are currently more than 10,000 people engaged to deliver the NDIS, including around 3,000 in the NDIA.

During this period of growth and transition towards Full Scheme, the NDIA has established a mix of Australian Public Service (APS) workforce supported by contractors, consultants and secondments from other APS agencies in order to deliver the scale of transformation required.

The Australian Government has committed to always fully fund the NDIS, and will continue to monitor and adjust resources to meet the needs of the Scheme and the people it supports.